



February 25, 2009

**VIA ECFS**

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Suite TW-A325  
Washington, D.C. 20554

Re: Annual CPNI Certification of Tata Communications (America) Inc. f/k/a  
Telelobe America Inc., EB Docket 06-36

Dear Ms. Dortch:

Enclosed please find the annual CPNI certification of Tata Communications (America) Inc. f/k/a Telelobe America Inc. If you have questions, please feel free to contact me at (703) 657-8412 or by e-mail at [jeffrey.marks@tatacommunications.com](mailto:jeffrey.marks@tatacommunications.com).

Thank you for your assistance with this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey A. Marks'.

Jeffrey A. Marks  
Senior Legal Counsel

Enclosures

cc: Enforcement Bureau, Telecommunications Consumers Division  
Best Copy and Printing

**TATA COMMUNICATIONS**

2355 Dulles Corner Boulevard, Suite 700  
Herndon, Virginia 20171

Tata Communications (America) Inc. f/k/a Teleglobe America Inc.  
Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual § 64.2009(e) CPNI Certification for 2008

Date filed: February 25, 2009

Name of company covered by this certification:      Tata Communications (America) Inc. f/k/a  
Teleglobe America Inc.

Form 499 Filer ID: 823568

Name of Signatory: David Ryan


Title of signatory: Executive Vice President

I, David Ryan, certify that I am an officer of the company named above ("TCA"), and acting as an agent of TCA, that I have personal knowledge that TCA has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

TCA has not taken any actions (proceedings instituted or petitions filed by a company at state commissions, the court system, or at the Commission) against data brokers in the past year. TCA has no information that is not already publicly available regarding the processes pretexters are using to attempt to access CPNI. TCA's CPNI practices and procedures ensure compliance with the FCC's modified CPNI rules.

TCA has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

  
David Ryan  
Executive Vice President

February 25, 2009

**Tata Communications (America) Inc. f/k/a Teleglobe America Inc.**  
**Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

**EB Docket 06-36**

Tata Communications (America) Inc. f/k/a Teleglobe America Inc. ("TCA") is primarily an international carrier serving other carriers, Internet service providers and large enterprise customers. TCA typically transports the "middle" segment only of circuit-switched voice or Voice Over Internet Protocol ("VoIP") international calls. TCA interconnects with U.S. interexchange carriers at the carrier hotel level (above the access tandem level) where traffic is handed off to TCA by its carrier customers, and then TCA transports that traffic to another interexchange carrier, usually overseas, for ultimate termination. TCA also transports traffic, handed off to TCA overseas by foreign carriers, into the U.S. Once the traffic is in the U.S., TCA hands off the traffic to a U.S. interexchange carrier (typically a U.S. carrier that, unlike TCA, is interconnected with local exchange carriers) for termination. TCA provides a wide range of international information and data telecommunications services to enterprise customers by means of direct access arrangements connecting such customers with TCA's network. TCA also offers an international calling card service to end-user customers, which represents a fraction of one percent of TCA's total revenue.

TCA never uses CPNI in outbound marketing campaigns. Typically, new customers come to TCA, shopping for the best price for their international voice termination requirements. TCA first signs a nondisclosure agreement with the prospective carrier-customer and then markets to them using our price list for traffic termination destinations served. Any enterprise or wholesale voice transport carrier prospects that TCA contacts (*i.e.*, that do not contact us first) are identified through public sources such as industry magazines. TCA attracts new customers for its international calling card service by advertising at community events and on select television channels, through Internet banners and search engine keywords, and by placing print ads in select publications. The only instance in which TCA may initiate contact with the customer using CPNI is for billing, maintenance and repair purposes, and to inquire about the customer's satisfaction with its existing services. Since TCA never uses CPNI in outbound marketing campaigns it does not collect opt-in authorizations from customers for such use.

Furthermore, TCA does not share, sell, lease or otherwise provide CPNI to any of its affiliates, suppliers, vendors or any other third parties for the purposes of marketing any services. The provision of CPNI to any unrelated third party is strictly prohibited except for billing purposes, for the provision, maintenance and repair of services, to protect rights or property of TCA, or pursuant to legal process.

TCA is committed to protecting the confidentiality of all customer information, including CPNI. TCA has implemented password protection for customer access to account information. TCA's customer contracts contain confidentiality requirements regarding the treatment of customer account information, including CPNI, and TCA employees are prohibited from disclosing such information. All TCA personnel have certified in writing that they have read and will adhere to the Code of Conduct and Business Ethics ("Code"), which contains strict confidentiality requirements for all customer confidential information, including CPNI, and provides for

disciplinary action for violation up to, and including, immediate termination of employment. In fact, as part of an overall program of legal compliance training for TCA employees, TCA has instituted a series of mandatory web-based training programs that will test, track and record employee training on a variety of legal compliance matters, including training related to the Code. Additionally, at the time of hiring, all new personnel must sign an agreement on Confidential Information, Intellectual Property and Exclusivity Undertakings, which includes confidentiality requirements such as maintaining the confidentiality of customer information. TCA personnel who are authorized to access CPNI are trained in the authorized uses of this information.

TCA is prepared to comply with applicable breach notification laws in the event of a CPNI breach.